

# ALTERNATIVE DISPUTE RESOLUTION MEDIATION PROCESS

## WHAT IS ALTERNATIVE DISPUTE RESOLUTION?

- - Alternative Dispute Resolution (ADR) is a broad range of mechanisms and processes designed to assist parties in resolving differences. Mediation is one ADR process which normally involves a grievant (the employee) and a trained, certified mediator.

## WHAT IS MEDIATION?

- - Mediation is a dispute resolution process, which is non-adversarial in nature, voluntary, and confidential. Mediation is most effective when utilized during the early stages of a dispute\grievance. Through the use of mediation, both parties maintain control over the process's outcome rather than a third party issuing the decision. Mediation allows parties to find creative solutions to issues that are not always available through formal grievance processes. This is important, as there is a continued relationship between parties even after the issue is decided. Mediation can improve communication and improve future relations between all parties involved.

## ROLE OF THE MEDIATOR

- - The mediator is a trained and certified neutral party. The mediator has no vested interest in the outcome or content of a mediated statement. He\She facilitates the flow of ideas and possible solution by the parties. The mediator has no authority to render a decision. The mediator will provide instruction covering the process and procedures for mediation. When an agreement is reached, the mediator will write down the agreement for each of the parties to sign. In certain circumstances, agreements will be made that need to be coordinated with appropriate base offices to ensure its compliance with applicable law and/or regulation prior to becoming effective.

## PROCEDURES FOR REQUESTING MEDIATION

- - Either an employee or a management official may request the use of mediation at any time during a dispute\ grievance. An informal or formal grievance **does not** need to be filed to request mediation. Since mediation is voluntary, both parties must agree to its use.
- - The request should be made to the servicing Employee Relations Specialist in the Civilian Personnel Flight (CPF).

- - The request may be either oral or written. If written, please address it to 435  
MSS\DPCE, Unit 3220 Box 365, APO AE 09094-0365.